

THE DODHH BULLETIN

Mission: The Division on Deaf & Hard of Hearing with the guidance of the Advisory Council shall affirm the indisputable right of Deaf and Hard of Hearing Persons to secure effective communication.

Published by the Division on Deaf & Hard of Hearing, Michigan Commission on Disability Concerns

www.mcddc-dodhh.org

Volume 22, No. 1

Department of Labor & Economic Growth

Summer 2004



Duncan Wyeth

Duncan Wyeth Named Executive Director of Michigan Commission on Disability Concerns

On August 4, 2003, Duncan Wyeth became executive director of the Michigan Commission on Disability Concerns (MCDC). Duncan holds a bachelor of science (1969) and a master's degree (1972) from Michigan State University and is currently the instructor for an MSU course entitled *Disability in a Diverse Society*. His previous work experiences include: teacher and administrator in the Lansing Catholic School system (1969-77), coordinator of services and resources for the Center of Handicapper Affairs (1977-78), director of the Center of Handicapper Affairs (1978-80); director of the Consumer Activities Department within the national office of United Cerebral Palsy Associations, Inc. (1980-84), director of the Client Assistance Program within Michigan Rehabilitation Services (1984-97), and consumer customer relations specialist for Rehabilitation Services (1997-03).

Additionally, Duncan has facilitated seminars at MSU on sexuality and disability, served as a supervising teacher for the MSU student teaching program, co-developed and taught a course at Lansing Community College entitled *The Handicapper Experience*, represented the disability community at the White House Conference on Aging (1995), and participated in the Department of Justice, National ADA Training (1992). He has been a guest on Good Morning America, CBS Morning News, the Larry King Show and CNN's Crossfire. He has served on numerous committees, commission and boards at the local, state, national and international levels. Duncan has received many honors, including the Michigan Rehabilitation Association Outstanding Achievement Award (1996), the UCPA National Volunteer Award (1998), and the UCP National Achievement Award (2001). Duncan has given several keynote presentations and published articles related to sports and disabilities. He is active in para-olympics and in 2001 was inducted into the Michigan Athletes with Disabilities Hall of Fame.

As director of MCDC, Duncan has responsibility for programs and services and will serve as lead staff to the 21-member governor-appointed commissioners. Duncan brings to this position creativity, leadership and problem-solving skills. He is committed to a participatory approach to goal setting and program development. He has the ability to maintain energy and commitment to achieve desirable outcomes even when challenged with attitudinal and resource barriers.

DODHH moves to the Department of Labor & Economic Growth

On September 17, 2003, Governor Jennifer Granholm issued an executive order which renamed the Department of Consumer and Industry Services the Department of Labor and Economic Growth (DLEG). The purpose was to centralize and streamline the state's job, workforce and economic development functions under one department to promote job creation and economic growth in the state.

The executive order brings about the reorganization of several government departments and agencies. To aid in promotion of the economic empowerment of Michigan citizens, the Division on Deaf & Hard of Hearing (DODHH), the Michigan Commission on Disability Concerns (MCDC), and the Commission for the Blind were moved from the Family Independence Agency and are now housed in DLEG. Currently, MCDC and DODHH remain at their present location at 320 N. Washington Square in Lansing. DODHH is housed within the commission. Later this year, MCDC and DODHH anticipate moving into the Victor Building, which is located one block south of their present location.

In addition, all the functions and responsibilities of the Department of Career Development were transferred to DLEG and its director and are subject to reorganization by the director. Other programs transferred to DLEG include: job training programs, Michigan Rehabilitation Services, Michigan Rehabilitation Council, Michigan Occupational Reports for Exploration, Adult Education, Office of Career & Technical Preparation, the Work First program and several more. Many other agencies were also moved to DLEG. The director of this new department is the former mayor of Lansing, David Hollister. The executive order went into effect December 7, 2003.

DODHH

Information

Division on Deaf & Hard of Hearing

320 N. Washington Square
Suite 250
Lansing, MI 48913

Phone: 517-334-8000 Voice/TTY
Toll free: 877-499-6232 Voice/TTY
Fax: 517-334-6637
Web Address: www.mcddc-dodhh.org

Staff

Christopher Hunter Director

517-334-8000 TTY
HunterC2@michigan.gov

Maureen Wallace
Interpreter Coordinator
517-334-7446 Voice/TTY
WallaceM2@michigan.gov

Ann Liming
Hard of Hearing Specialist
517-334-9499 Voice/TTY
Liminga@michigan.gov

Advisory Council

Rose Smith, Chair	Westphalia, MI
Nancy Asher	Ypsilanti, MI
Brenda Cartwright	Okemos, MI
Sheryl Emery	Detroit, MI
Jill Gaus	Jackson, MI
Michelle Graham	Clarkston, MI
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Arlyn Meyerson	Farmington, MI
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Brian Sheridan	Ishpeming, MI
Linda Sykora	Burlington, MI
Juanita Wikman	Muskegon, MI



Director's Corner

By Chris Hunter

Accomplishments of DODHH

We are often asked the question, what has DODHH been doing for Deaf and hard of hearing people. I am pleased to report our major accomplishments for fiscal year 2003 (from October 1, 2002, to September 30, 2003) as follows:

- ◆ Helped people with communication access through over 17,500 phone calls, e-mails, letters, faxes, individual appointments and group meetings.
- ◆ Assisted over 130 deaf and hard of hearing individuals requesting advice on access issues.
- ◆ Held three DODHH Advisory Council meetings.
- ◆ Held 2 Quality Assurance mediations.
- ◆ Screened over 120 interpreter Quality Assurance candidates.
- ◆ Published/distributed 2003 edition of TTY Service and Interpreter Directory.
- ◆ Made the TTY Service and Interpreter Directory available in Acrobat reader format to download from DODHH's Web site for the first time.
- ◆ Made over 300 interpreter referrals.
- ◆ Made over 90 referrals to assistive device sources.
- ◆ Responded to over 300 requests for technical assistance on assistive devices.
- ◆ Provided over 50 presentations throughout lower Michigan.
- ◆ Sponsored or co-sponsored 16 workshops and conferences including a Silent Retreat and Deafblind Workshop.
- ◆ Assisted the Michigan Deaf Association in planning its biennial conference in Frankenmuth.
- ◆ Trained Detroit police officers.
- ◆ Began work on new police training video.
- ◆ Served as expert witness at court on the issue of deaf people raising hearing children.
- ◆ Continued to work with the Family Independence Agency on state interpreter licensure legislation.
- ◆ Assisted Michigan Coalition for Deaf and Hard of Hearing People in its web site maintenance.
- ◆ Participated in Deaf Celebration Day in Waterford.

What's Expected to Happen in FY 2004: DODHH will continue to provide basic services as well as meet the following new goals:

- ◆ Work with the Michigan Department of Education to revise special education administrative rules on school interpreter qualifications.
- ◆ Work with the Michigan Department of Education and Michigan Department of Labor & Economic Growth to create interpreter licensure legislation.
- ◆ Provide a workshop for deaf and hard of hearing people on how to start and operate their own business. (See advertisement in this newsletter.)
- ◆ Help resolve McNamara air terminal access issue.
- ◆ Develop resource materials to assist Michigan Rehabilitation Service counselors to better serve deaf and hard of hearing clients.
- ◆ Publish 2005 edition of TTY Service and Interpreter Directory for distribution in FY 2005.
- ◆ Develop best practice guidelines for D/HH service providers.
- ◆ Relocate the MCDC and DODHH offices back to the Victor Building (one block south in downtown Lansing).
- ◆ Create a model state government office that is accessible for all people with disabilities, including those who are Deaf, hard of hearing, DeafBlind.

As always, comments about DODHH services are welcomed at 517-334-8000 (voice or TTY), 877-466-6232 (voice or TTY), or hunterc2@michigan.gov.

Respectfully yours, **Chris Hunter**

DODHH Advisory Council Gains DeafBlind Representation



Jill Gaus

The DODHH Advisory Council and staff welcomes its newest member, Jill Gaus, to a seat on the governor-appointed council. Jill is president and co-founder of Self Help for Independency in Michigan, Equalizing the Deaf Blind (SHI-M=DB). Born with a hearing loss, Jill has faced many challenges in her life that have made her a strong advocate for people with disabilities and a leader in the DeafBlind community.

Jill graduated from the practical nursing program at Lansing Community College in 1979. She worked on the oncology floor at Sparrow Hospital in Lansing for 10 years and became certified as an oncology nurse. It was during this time that she was diagnosed with Usher Syndrome II. As her vision deteriorated she made the decision to give up hospital nursing. Jill maintains her license and often serves as a nurse for various summer camps and workshops. Since the summer of 2000, Jill has been one of the nurses for the Michigan Youth Leadership Forum, a week-long summer program for youth with disabilities, sponsored by the Commission on Disability Concerns.

Activities that Jill is involved in span across ages as well as the varying degrees of hearing and vision loss. Jill is a member of the national/international organization Self Help for Hard of Hearing People (SHHH) and serves on the Board of Trustees for Michigan SHHH (MI-SHHH). In the past she has shared responsibility for access for statewide conferences and has served as information director. She was trained by MI-SHHH to be a hearing technology resource specialist and she has expanded the array of technology that she demonstrates to people to include accom-

modations for people with hearing and vision loss.

Jill regularly lectures to sign language students at Lansing Community College (LCC) and Michigan State University (MSU). She is a frequent guest lecturer to nursing and emergency medical students (EMTs) at LCC. She is a consultant for DeafBlind Central, Michigan Services for Children and Youth Who are DeafBlind, at Central Michigan University. In this capacity she was part of a team that planned and facilitated a DeafBlind Transition Camp (DBTC) for teenage students with vision and hearing loss. The purpose of the camp was to inform students of their rights for accommodations when attending college. The camp was held on the campus of MSU in the summer of 2002 and was the first ever of its kind in the United States. The camp is also planned for the summer of 2004.

In 2003, Jill was appointed to the American Association for DeafBlind (AADB) Board as a member-at-large. For this board she serves as a member of the finance committee. For her advocacy and strong leadership she has received various awards. From MI-SHHH she received an Outreach Award and from the Michigan Commission for the Blind she received an award for Outstanding Achievement in the Vocational Rehabilitation Program. The Michigan Deaf Association honored Jill with the Ben Beaver Leadership Biennial Award and she was chosen Employee of the Year by the Sparrow Hospital Division of Nursing.

Jill is married to a very supportive husband, and they enjoy camping, hunting and fishing together. Jill also enjoys gardening and crocheting. She has a wonderful companion in her leader dog, Heidi. She is self-employed as a grant writer. Jill, Jim and Heidi make their home in Jackson.

Retiring Member Leads to a Change in Leadership of Advisory Council

In 2003, Chris Irwin elected to step down from his position on the DODHH Advisory Council. A council member since 1994, Chris served as chair of the council from 2001 to 2003. As a leader on the council, Chris had a passion for maximizing services to Deaf and hard of hearing citizens in Michigan and channeled his energies to that end. DODHH staff appreciate the many ways that Chris contributed to the programs and services of the agency during his tenure. Shortly after his appointment to the council, Chris helped to rewrite the bylaws. Later he participated on the accessibility committee for the Detroit baseball and football stadiums. He also presented to cadets at the Michigan State Police Academy and served on the search committee for the Hard of Hearing Specialist staff position. Throughout the time that he served on the council, Chris was an advocate for both deaf and hard of hearing issues. Our thanks go to Chris for his contributions and strong leadership.

New Chairperson Appointed

In 2003, Governor Granholm appointed Rose Smith to take

Chris Irwin's place as chair of the DODHH Advisory Council. Rose is a former staff person for the DODHH and from 1990-97 she served as the Hard of Hearing Specialist for the state of Michigan. For most of her life, Rose has been immersed in the deaf and hard of hearing communities. She has a keen interest in every aspect of hearing loss. She is currently employed part time for the Catholic Deaf/HH Ministry of the Diocese of Lansing.



Rose Smith

DODHH Advisory Council Meeting

October 1, 2004

Michigan Economic Development Corp

300 N. Washington Square, Lansing

9:30 a.m. – 3:30 p.m.

Lake Lansing Room – 1st Floor

For information contact DODHH

Successful People in the News

Debbie Wright: First WSU DeafBlind Counselor



Debbie and her leader dog Mojo

Debbie Wright is employed as a Learning Specialist/University Counselor II at the Wayne State University (WSU) Department of Educational Accessibility Services in Detroit. Debbie is the first DeafBlind professional employee in WSU history. Debbie's position is unique in

that she counsels ANY WSU student, whether the student has a disability or not. Chris Hunter, DODHH director, interviewed Debbie for this story.

Q. How do you communicate with hearing students?

A. I do not use an interpreter. I express myself through speaking, using a laptop computer, lipreading and note writing for receiving messages. I use my desktop computer with instant message service to communicate with the student, who uses the laptop computer in my office. Another way I communicate is by using the chat room approach.

Q. Do you use interpreters at all?

A. Yes, the university provides interpreters at staff meetings.

Q Have any of your hearing students felt uncomfortable with you and changed counselors?

A. Yes, it happened only once. I have worked with many students since May (2003).

Q. Tell me about the test rooms you have at the center.

A. Some students with disabilities take course quizzes and exams at the counseling center because they need more time. Sometimes I proctor the tests. The center has staff members who supervise the test rooms through the use of a video camera. The test rooms have computers with software accommodations like JAWS for blind and visually impaired students and Dragon Speak Naturally for students who are unable to write. The center helps students who recently became blind or visually impaired to learn how to use the adaptive computers.

Q. Are there any deaf students currently enrolled at WSU?

A. Yes, but there is only one at this time. I am tutoring a Deaf Russian female student who is learning English through an interpreter.

Q. How did you get the job?

A. By luck. After I worked for Jewish Vocational Services for seven years, they had to place me at another job out of JVS due to budget cuts. I was not happy with the job I was placed in because I had no contact with people. One day, I checked the Wayne State University Web site and found a vacancy advertised for this job, so I sent an application. I hired my own interpreter for the interviews so I could make a good first impression. I received the job offer via overnight express mail while I was in Lansing. They were very impressed with my qualifications and they had the courage to hire me.



A floor mat at the doorway alerts Debbie to someone entering her office. It sends a signal that causes her portable receiver to vibrate.

Q. Is there anything you want to add?

A. Yes, I want to credit my successes to my parents, Joan and Richard Wright; Judy, my sister; and Doug, my brother. They taught me that I can be anything I want to be regardless of my disability. I have received support from Jill Gaus, who is the president of Self-Help for Independency in Michigan Equalizing the DeafBlind, and her husband, Jim, as well as from Keith McGregor, leader dog trainer; J.W; my counselor and Dee Robertson, MCB DeafBlind unit counselor.

The Division on Deaf and Hard of Hearing congratulates Debbie on her success and wishes her the best in the future.

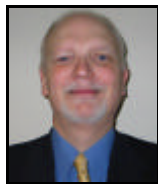


Although the world is full of suffering, it is also full of the overcoming of it.

When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has been opened for us.

Helen Keller

Successful People in the News



Brian Sheridan: Attorney

Brian Sheridan is a DODHH Advisory Council member and an attorney/partner with the law firm of Steward & Sheridan, P.L.C. in Ishpeming, in the Upper Peninsula.

Brian had a moderate hearing loss from childhood. He attended regular public schools, the University of Michigan, and the University of Michigan Law School, all without any accommodations. He graduated from the U. of M. Law School in 1975.

The private practice of law, which he has engaged in since that time, proved a challenge. He was able to get along with lip reading and quick thinking until about 1990, when his hearing deteriorated to the point that he needed hearing aids. From that time onward, his hearing continued to deteriorate, and he devised various strategies to deal with it and still maintain his private practice. He utilized real-time reporters in depositions and court hearings, and was the first person to argue a case in the U.S. Sixth Circuit Court of Appeals in Cincinnati using real-time reporting. He also devised a system in his office whereby his secretary would type a shorthand transcript of his phone conversations on his computer, in real time, allowing him to continue to use the telephone. His research into the obligations of the court system to provide accommodations for him and others with hearing loss resulted in his writing an article that was published in the Michigan Bar Journal ["Accommodations for the Hearing Impaired in State Courts;" May 1995].

By 1996 his hearing had deteriorated to the point where hearing aids were no longer effective, and in January of 1997 he obtained a cochlear implant at the University of Michigan. Since that time, his need for accommodations has greatly decreased, but he still remains interested in, and committed to, the accessibility of courts and other public facilities for persons with hearing loss. Brian wrote an article entitled "Access



James Delikta: Bus Mechanic

Early one wintry morning in Empire, a bus wouldn't start. The driver radioed the Bay Area Transpiration Authority (BATA) office for assistance. The dispatcher sent a text message to the mechanic's pager prompting the mechanic to drive quickly to the site of the disabled bus. In spite of his profound hearing loss, he made minor repairs and successfully started the bus engine.

James Delikta is a Grand Traverse County bus mechanic. James, who was deaf at birth, completed training in welding, automotive repair on transmissions and brakes, and engine tuneup at Northern Michigan College with an American Sign Language interpreter. He applied for a job at BATA. According to James, he came back weeks later to check his status. He was told that they had not made a decision. Once again, he returned several weeks later to check his status. In trying to get the supervisor's interest in hiring him, he communicated by writing notes and told the supervisor that he has many automotive tools at home. He offered to show them to him. He was hired! He has been working at BATA for almost 15 years as a Mechanic II. He uses note writing for communication in and out of the shop. BATA provides interpreters for staff meetings.

Delikta hopes to pass the state mechanic license test to increase his pay. He and his wife, Bridget, who is hearing, have been married for 17 years. Together they have five children.



Toi Williams: Student

Toi Williams of Grand Blanc was selected to serve as the student representative at the National Alliance of Black Interpreters National Conference, which convened in Philadelphia in June of 2003.

Toi was a third-year student in the interpreter training program at Mott Community College (MCC) in Flint at the time and served as secretary for MCC's American Sign Language Club.

"This is a huge honor for Toi," said Stephanie Naeyaert, instructor and coordinator of MCC's interpreter training program. "We are all very proud of her."

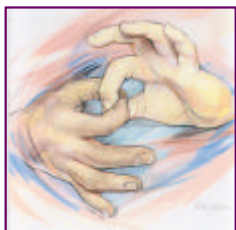
A graduate of Flint Central High School, Toi launched her educational career in sign language after discovering there was a need for qualified black interpreters, particularly in the educational system. Her goal is to become an educational interpreter and an advocate for deaf rights. She worked as a teacher aide at the Michigan School for the DeafBlind.

"Toi Williams takes pride in her work, especially working with very unique students," said Peg Frelich, employment coordinator with the Communication Access Center for the Deaf & Hard of Hearing. "Her energetic enthusiasm is outstanding and is felt by all who work with her. It is a wonderful pleasure working with her. I foresee her accomplishments as an interpreter in the deaf community will be well-received."

To the Courts," which appeared in the September/October 2000 issue of the Self Help for Hard of Hearing People journal, Hearing Loss. He presented on court access for the deaf and hard of hearing at the Michigan Rehabilitation Conference in November 2002, and at the SHHH State Conference in Midland in 2002. Brian also served on the State Bar of Michigan Open Justice Commission Committee on Disabilities, and contributed to its publication "A Report on Access to the Legal System in Michigan for Persons with Disabilities" (June 2001). As a result of his advocacy, the Marquette County Circuit Court and the U.S. District Court for the Eastern District of Michigan in Marquette have installed assistive listening systems in their courtrooms.

Interpreters – This News is for You

Maureen Wallace, State Interpreter Coordinator



June and July signal Quality Assurance (QA) renewal time. QA interpreters need to turn in proof of 24 QA hours and pay the \$15.00 renewal fee to keep their QA level current. Calls are still received from interpreters asking what can be used for QA units. The information is listed in the QA informational booklet, but is listed here as well for your convenience.

Continuing Education Unit activities include but are not limited to the following:

- /// Video/CD viewing with RID/NAD or CDI interpreters
- /// Prep/Presentations for peers or deaf community
- /// Taking a class – especially related to continual skill development
- /// In-services (topics pre-approved)
- /// Research (topics pre-approved)
- /// Teleconferences (topics pre-approved)
- /// Board meetings that include deaf members
- /// Attending state or regional interpreter or Deaf or hard of hearing meetings
- /// Attending interpreter or community workshops
- /// Attending national and regional conventions
- /// Book report from an approved list (very last resort)

All interpreters interested in working for the state must comply with new regulations. Last February, letters were sent out to all interpreters on the interpreter mailing list explaining the new regulations. Over 200 mailings were returned, which means addresses in the database are not current. If you didn't receive the mailing, you need to update your address with the office. The state of Michigan requires interpreters who provide interpreting services for any state agency, office or department to be listed on the state vendor list, have liability insurance and have proof of automobile insurance. Until a centralized system interpreter is on the main vendor list, has sent proof of insurance to this office, and is a qualified sign language interpreter.

is in place, the Division on Deaf and Hard of Hearing will be the contact for state agencies and departments to verify that an interpreter has complied. Thank you to the interpreters who have already complied. Please call 517-334-7446 if you have questions.

Chris Hunter and Maureen Wallace are members of a committee working with the Department of Education to look at sign language interpreting and the educational needs of deaf and hard of hearing children. Access to the educational system for deaf and hard of hearing students who use sign language usually involves sign language interpreters. The committee is looking at interpreter standards, licensure, and special education rules for interpreters. Key stakeholders from around the state will be brought together for discussions of issues/concerns and to develop possible solutions to identified problems. If you have ideas or suggestions, please feel free to e-mail, fax or leave a telephone message. You will find my contact information on page 2 of this bulletin. The DODHH will keep you posted on the progress of the committee.

KUDOS TO:

New Nationally Certified Interpreters

Jackie Richer CT; Kacey Tulley CI, CT;
Micki Baumgart CT

Interpreters who are mentoring our new interpreters

All RID/NAD

2004 graduates of Michigan's three interpreter training programs.

Welcome to the interpreter profession. We look forward to working with you all.

DODHH Staff to Present at Michigan Rehabilitation Conference (MRC)

Michigan Commission on Disability Concerns/Division on Deaf and Hard of Hearing will be a theme partner for the 2004 MRC to be held at the Grand Traverse Resort November 3–5. People who are Deaf or hard of hearing are encouraged to attend. Interpreters and assistive listening devices will be provided upon **advance** request. Computer assisted real-time transcription will be provided for major sessions. Interpreters and ALDs need to be requested in advance. For registration information, call 517-484-5588 or e-mail hsmith2@maro.org.

Chris Hunter, director of DODHH, will conduct two break-out sessions: ***Communicating with Deaf: Crash ASL Course 1 and Communicating with Deaf: Crash ASL Course 2***. In course 1, participants will learn commonly used ASL signs. The course is for beginners and will include fingerspelling, greetings, pronouns and an introduction to Deaf Culture. Course 2 will continue with fingerspelling activities and include name signs and how to ask questions. Practice/handouts will be a part of each session.

Maureen Wallace, interpreter coordinator, and Ann Liming, hard of hearing specialist, will present on ***Access in the Workplace for People Who Are Deaf or Hard of Hearing: The Difference Between Success or Failure!*** This session will identify situations in the workplace that lead to confusion, misunderstandings and Isolation. Participants will learn how to use an interpreter and ALDs as well as strategies to help employees who are D/HH to feel more competent in the workplace.

Ann Liming and Julie Eckhardt, consultant, will present on ***Beyond Hearing Aids: Assessing Workplace Impacts with People Who Are Hard of Hearing***. This session will focus on the frequently overlooked impact of hearing loss on work performance. A workplace assessment tool will be introduced along with strategies to improve access for people who are hard of hearing.

Award Winners



Consumer Organizations Recognize Outstanding Contributions to People Who Are Deaf or Hard of Hearing

Ben Beaver Leadership Biennial Award *Jill Gaus*

At their state conference, held in August of 2003, the **Michigan Deaf Association** honored Jill Gaus with the **Ben Beaver Leadership Biennial Award**. The award is presented for outstanding effort in promoting quality of life for Deaf and hard of hearing citizens. Jill is co-founder and president of Self Help for Independency in Michigan, Equalizing the Deaf Blind (SHI-M=DB).

MI-SHHH honored five outstanding individuals at their Conference & Expo, held in April of 2004

Outstanding Service Award *Sue Deer Hall*

Sue provides computer-assisted real-time transcription for MI-SHHH state events and is a member of the WASHHH (Ann Arbor) Chapter, where she provides CART services for free. Her membership in MI-SHHH and participation in and support of programs is greatly valued.

Outreach Award *Elizabeth Kobylak*

Liz is the SHHH state coordinator for Michigan and, in addition to establishing SHHH chapters throughout the state, she provides leadership training for the chapters. Liz also serves as the liaison person between MI-SHHH and the SHHH national office.

Outstanding Hearing Technology Resource Specialist Award *Brenda Stimson*

Brenda was a member of the first class of HTRS trainees and later participated in a training for setting up large area assistive listening systems. She is currently a co-leader of the statewide HTRS project and assumes responsibility for access at MI-SHHH-related events.

Outstanding Audiologist Award *Terry Zwolen, Ph.D.*

Terry is director of the Cochlear Implant Program at University of Michigan Hospital. She is highly respected by her clients and people who are hard of hearing throughout the state. She has presented at several MI-SHHH expos and other related SHHH events in Michigan. She is a champion of cochlear implants in both adults and children.

Outstanding Support Award *Chris Hunter*

Chris Hunter, director of the Division on Deaf and Hard of Hearing, has assisted in providing communication access at several MI-SHHH expos. In addition, he has provided services in kind to the state and local levels to support ongoing programs. In recent years he has worked with the governor's office to assure equal representation of Deaf and hard of hearing people on the DODHH Advisory Council and he advocates both within the state and nationally for services that are specific to the hard of hearing community. Because of his efforts, the name of the division was changed from DOD to DODHH to reflect that services of the agency include people who are hard of hearing. Chris uses both his role as director of DODHH and his leadership position in the Michigan Deaf Association to build a bridge between the Deaf and hard of hearing communities in Michigan. In 2001 he led a committee to bring MDA, MI-SHHH and the Michigan Registry of Interpreters for the Deaf (MIRID) together in hosting a conference. He has even adjusted communication accommodations for himself at meetings so that people who are hard of hearing have greater access.



Terry Portis, Executive Director National SHHH presents award to Chris



Jill Gaus



Sue Deer Hall



Chris Hunter



Liz Kobylak



Brenda Stimson



Terry Zwolen

A Guide for People Who Are Deaf or Hard of Hearing and Preparing to Travel by Air



While flying is a safe method of traveling, getting through an airport can be a challenge, especially when a person is Deaf or hard of hearing and cannot communicate with ticket counter agents, screeners or gate attendants. Access to boarding announcements and flight changes is non-existent in many airports. With increased security measures against terrorism, air travel is even more of a challenge today for all passengers. The U.S. Department of Homeland Security, Transportation Security Administration (TSA), offers guidelines to improve services to its customers.

Packing Your Bags:

If you are checking luggage, you may want to check with the airlines to see how many bags you can check. Baggage is checked at the ticket counter or at curbside. Many airports now search your luggage or put it through a large x-ray machine while you wait.

Most airlines allow one small piece of luggage (which must fit through the x-ray machine) and one personal item to be carried onto the airplane with you. Personal items include laptop computers, purses, small backpacks, briefcases and camera cases.

- ◆ Most personal items can be packed in both carryon and checked baggage.
- ◆ Pack valuables such as jewelry, cash and laptop computers in carryon baggage only.
- ◆ Pack sharp objects (even personal care items like scissors or razors), sport equipment, ammunition, firearms, tools or self-defense items in luggage that will be checked.
- ◆ Tell the attendant at the check-in counter if you have firearms or ammunition.
- ◆ Explosive materials, flammable items or dangerous chemicals are not allowed in either carryon or checked baggage.
- ◆ **Do not lock** checked baggage.
- ◆ Put ID tags on all your luggage and even inside your luggage.
- ◆ Pack footwear on top of other contents in your luggage.
- ◆ Spread books and other papers out.
- ◆ Put personal items in clear plastic bags to avoid their being handled.
- ◆ Do not wrap gifts, as they may have to be opened for inspection.

Obtaining Your Boarding Pass:

To pass through the security checkpoint, most airports now require a boarding pass and photo ID. To get a boarding pass:

- ◆ Go to the airline ticket counter, or
- ◆ Use curbside check-in, or
- ◆ Use the self-service ticket kiosk, or
- ◆ Print the boarding pass from the airline's Web site.

If you are flying within the U.S. and are age 18 or over, you must have a photo ID such as a passport, driver's license or military ID. If you do not have a photo ID, you must present two pieces of identification and one must be from a state or federal agency.

Getting Through the Screening

Tips for People With Hearing Loss

- Carry pencil and paper with you.
- If you cannot hear or understand the ticket, gate or flight attendant, or screener, ask that they write the information for you, or
- Explain that you read lips and ask that they look directly at you and speak slowly.
- Wear hearing aids and the exterior component of a cochlear implant through the security checkpoint.
- If you use a hearing dog, keep your dog with you while you go through the security checkpoint.

Process:

The screening process is for your safety. To enter the screening area, you will have to show your boarding pass and ID. Carryon luggage and personal items will be put through an x-ray machine. If you are wearing an outer jacket, you will be asked to put it through the x-ray machine. You may also be asked to remove your shoes and put them through the x-ray machine.

- ◆ Avoid wearing shoes, clothing, jewelry and accessories (metal hair decorations or large belt buckles) that contain metal.
- ◆ Before entering the screening checkpoint, place the following items **IN** your carryon baggage:
 - * Mobile phones
 - * Keys
 - * Loose change

- * Money clips
- * Pagers, handheld computers, remote controls to hearing aids, assistive listening devices
- * Lighters

- ◆ If you would like to have a visual inspection of medication or medical supplies, you must ask for it before the screening process begins
- ◆ Pack medication in a clear plastic bag

Many airports randomly search carryon luggage or scan a passenger's body with a metal detector wand. If you are searched, you can ask that it be done in a private area.

Boarding the Plane:

Some airports have visual displays that let passengers know when it is time to board and what rows are boarding. Most do not, and if you cannot understand the paging system, you may miss important announcements. Let the attendant at the boarding gate know you are deaf or hard of hearing. Tell them where you will be seated and ask that they notify you when it is your turn to board or of any changes in your flight. Often they will have you board first.

Access in Flight:

As you board, let the airline attendant know that you are deaf or hard of hearing and will need information given to other passengers given to you in written form or through the use of an assistive listening device. Request that you specifically be given gate information about a connecting flight in writing.

For more information see: <http://www.tsa.gov/public/>.



Are You a Shutter Bug?

- Never put undeveloped film in checked baggage.
- Ask for a hand check if film passes through carryon screening equipment more than five times.
- Digital camera images, or processed film of any type, will not be affected by screening equipment.
- Have high-speed and specialty film hand inspected at the security checkpoint.
- Remove undeveloped film from the canister and pack in a clear plastic bag.

Did You Know???

So you want to serve on a jury...

People who are deaf or hard of hearing often want to serve on jury duty but find the process excludes them because it is not accessible. Did you know that there is a form that you can use to request accommodations? You will find the form at <http://courts.michigan.gov/scao/courtforms/general/mc70.pdf>. The form provides a place to indicate the specific accommodations you need. If you are notified by mail that you may be called for jury selection, you are told to call a hotline during the weekend or after normal business hours to see if your number has been drawn to appear for the jury selection process. If you are unable to hear a phone messaging system, you may want to request direct contact, by phone or TTY, to let you know you have to appear for jury selection.



Generally, many people are brought together in a large room for orientation before the actual jury selection takes place. Indicate on the form if you will need an interpreter or assistive listening device (ALD) for the orientation process. Also indicate that if a video is shown as part of the orientation process that you will need for it to be captioned. And, of course, make certain you indicate you will need an ALD in the courtroom and the type of hookup (neckloop, headset, cochlear implant patch cord) you will need as well. It is the person wanting to serve as a jurist who has the responsibility to get and complete the accommodations request form and not the court. If you do not have access to the Internet, contact DODHH and a form will be downloaded and mailed to you. This form can be used for all court-related activities.

A quick and easy way to make a relay call...



America Online (AOL), recently made it easy to make a relay call. If you have AOL as your e-mail provider, all you have to do is put **My IP Relay** into your buddy list and then when you wish to make a relay call, just click on the name as you would anyone else in your buddy list. An IP relay will open with a relay operator. Enter a ten-digit phone number (area code and number), and your relay call will go through.

Interested in legislative matters?

If you are interested in a particular bill that has been introduced, you can follow its progress through the legislative process by going to the following Web site – <http://www.michiganlegislature.org/>. In the box for "Legislative Bill Search" type in the number of the bill that you are interested in. The next window that appears on your computer screen allows you to view the bill as it was introduced, passed by the house and/or senate, and the final public act (law). You are provided a brief history of where the bill is at currently.

You can also go to <http://www.michiganvotes.org>. At this site you can read comments made about the bill and an analysis of the bill, and you can add your name to a list to receive e-mail updates on the progress of the bill.

ADA requirements for hospitals and places of lodging...



In October of 2003 the U.S. Department of Justice released two documents that address communication needs of people who are deaf or hard of hearing:

- *Communicating with Guest Who Are Deaf or Hard of Hearing in Hotels, Motels, and Other Places of Transient Lodging*
- *Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings*

You may view or download ADA information on the **ADA Web site** at <http://www.ada.gov>. The Web site provides access to the ADA Business Connection, ADA design standards, regulations, policy letters, technical assistance materials, and general ADA information. It also provides links to other federal agencies and news about ADA requirements and enforcement efforts.

If you have specific questions concerning the ADA, call the Department of Justice **ADA Information Line** at (800) 514-0301 (voice) or (800) 514-0383 (TTY).

Are you prepared for an emergency situation?

Since terrorist attacks committed against our nation on September 11 of 2001, much has been written regarding emergency preparedness. The information covers many types of emergencies including, terrorism, tornadoes, flash floods, ice storms and chemical spills. A search of the Internet will immediately put safety guidelines at the fingertips of the searcher. Many sites also deal with emergency preparedness for people with disabilities. To protect yourself and your family, check out the following sites:

- Michigan State Police, Emergency Management Division – A Family Preparedness Guide – http://www.michigan.gov/documents/familypreparedness_color_62898_7.pdf.
- U.S. Department of Health and Human Services Centers for Disease Control and Prevention (CDC) – <http://www.bt.cdc.gov/>.
- U.S. Department of Homeland Security, Federal Emergency Management Agency (FEMA) - <http://www.fema.gov/library/disprep.shtm>.
- Western University of Health Sciences, Center for Disability Issues and the Health Professions (CDIHP) <http://www.cdihp.org/pdf/finalv4brochure.pdf>.



To receive notification of emergencies by e-mail, cell phone or pager, you can sign up for this service from the Emergency E-mail & Wireless Network at www.emergencye.com.

For information specific to people who are Deaf or hard of hearing, search the Web sites of the consumer organizations: National Association of the Deaf at www.nad.org and Self Help for Hard of Hearing People at www.hearingloss.org/.

Date: September 25, 2004

Time: 8:30A.M. – 5:00P.M.

Location: Lansing
Community College

419 N. Capitol Ave.
Arts and Sciences Hall,
Rm. 170

Division on Deaf and Hard of Hearing
Presents a Workshop:

HOW TO OWN A BUSINESS

FOR PEOPLE WHO ARE DEAF OR
HARD OF HEARING

COME LEARN HOW TO START YOUR OWN
BUSINESS!

8:30-9:00 a.m.	Registration (Coffee & Donuts Provided)
9:00 a.m.	Welcome
9:15 a.m.	Which business is the right business for people who are Deaf or Hard of Hearing -Gary Viall
10:00 a.m.	How to start a business -Bo Garcia
10:45 a.m.	Break
11:00 a.m.	How to finance a business -Bo Garcia
12:00-1:00 p.m.	Lunch
1:00 p.m.	Communication problems and the solutions -Gary Viall
1:45 p.m.	Marketing and advertising -Bo Garcia
3:00 p.m.	Break
3:15 p.m.	Regulations, taxes, and insurance -Eugene Carolan
4:00 p.m.	A panel of business opera- tors who are Deaf and Hard of Hearing -Arlyn Meyerson, Robert Wilkinson, Brett Holt, and Dawn Thomas
4:45 p.m.	Closing remarks and evaluation
5:00 p.m.	Workshop Ends

Gary Viall - Gary is a graduate of Gallaudet University and a person who is deaf. He graduated with a B.S. in Accounting in 1967 and an M.B.A. in management in 1984. He has been employed by the U.S. Small Business Administration since 1967. He is a past chair of the Virginia Department for the Deaf and Hard of Hearing Advisory Board (VDDHH) and the Northern Virginia Resource Center for Deaf and Hard of Hearing Persons Board of Directors (NVRC). Gary is a past president of the Virginia Association of the Deaf (VAD) and was the chair of the 2000 National Association of the Deaf Conference Planning Committee. He was born in Salinas, California, and grew up in Oshkosh, Wisconsin.

Baldomero "Bo" Garcia, MBA, MPA - Bo is the regional director for the Small Business and Technology Development Center at Lansing Community College. His region spans six counties and offers technical assistance, counseling, resource referrals and training workshops to new and existing businesses. As a business counselor, Bo has seen more than 3,000 clients and conducted more than 7,500 hours of business counseling. Bo authors "Business Matters," a weekly business column in the Lansing State Journal. Bo is a mayoral appointee to the Economic Development Corporate Board of Directors of the city of Lansing.

Eugene Carolan, CPA - Eugene is a certified public accountant and management consultant. He has more than 30 years of leadership and management experience in a diverse number of professions. In 1989, Eugene began providing counseling and training for Lansing Community College and the Michigan Small Business Development and Technical Center Network. Since then he has counseled more than 2,000 potential entrepreneurs and has directly assisted approximately 1,500 individuals in business startup or expansion. Eugene was awarded the LCC Counselor of the Year Award in 1993.

REGISTRATION

\$15.00

Workshop, lunch and materials are included.

Make check or money order payable to
State of Michigan. Deadline: September 7, 2004

Name:

Address:

Phone:

E-mail:

Accommodation:

Method of Payment:

☐ Check

☐ Money Order

☐ Interpreter

☐ Alternative Format

☐ Head Set

☐ CART

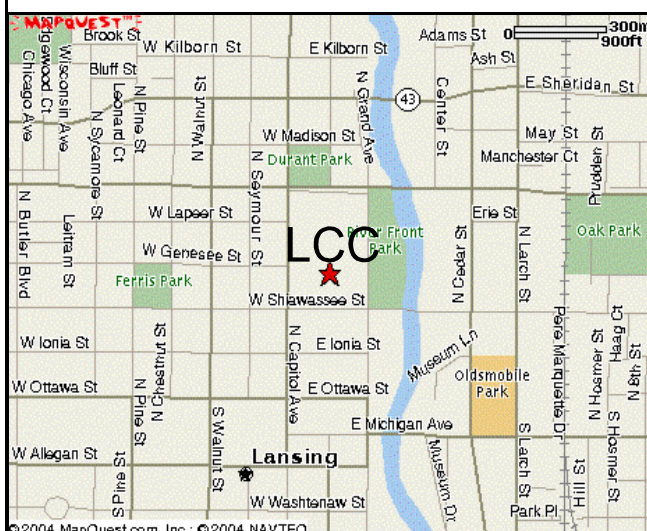
☐ Neck Loop

☐ Patch Cord

☐ Assistive Listening Device

Accessible location. Interpreters, assistive listening devices, and real-time captioning are available at this workshop. Additional accessibility is available upon request.

Map of Lansing



Directions:

Once on 496 (downtown) take exit
7A (N. Grand Avenue)
Go through several lights.
Turn left (west) on Shiawassee Street.
LCC is on the corner of Capitol Avenue and
Shiawassee Street.

Parking:

Parking is available in the parking ramp on the east side of
the LCC campus and ramps nearby. Meter parking
is also available on the streets.

Mail or fax to:

Steven Whetstone, Workshop Coordinator
Division on Deaf and Hard of Hearing
320 N. Washington Square, Suite 250
Lansing, MI 48913
Phone: 517-334-8000 TTY/Voice
Fax: 517-334-6637
TOLL FREE 1-877-499-6232 TTY/Voice
Email: WhetstoneS2@michigan.gov

Or Chris Hunter, Director
Phone: 517-334-7444 TTY
E-mail: HunterC2@michigan.gov

Provided by: DODHH

Co-sponsored by:

Michigan Rehabilitation Services &
Lansing Community College
Interpreter Training Program

**TO REQUEST
ALTERNATIVE FORMAT,
PLEASE CONTACT:
STEVEN WHETSTONE**



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 STATE OF
 MICHIGAN

THE DODHH BULLETIN
Division on Deaf and Hard of Hearing
Department of Labor & Economic Growth
320 N. Washington Square, Suite 250
Lansing, MI 48913

The DODHH Bulletin is produced up to four times a year. Persons interested in deafness or hard of hearing may subscribe at no cost by contacting DODHH.

Opinions expressed in articles appearing in THE DODHH Bulletin are those of the author. Mention of goods and services does not mean DODHH endorsement, nor should exclusion suggest disapproval.

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DODHH Pub 102
 Summer 2004
 Quantity printed: 6,000
 Cost: (ea)
 Authority: DODHH Director

2004 Calendar of Events

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|-----------------|---|
| September 1-5 | Association of Late-Deafened Adults 16th Annual Conference: Green Mountain Odyssey. Burlington, Vermont. |
| September 17 | Michigan Commission on Disability Concerns (MCDC) Commission Meeting, Michigan Economic Development Corporation (MEDC), Lansing, MI, 9:30 a.m. – 3:30 p.m. For more information, contact mcadc@michigan.gov . |
| September 19-25 | National Deaf Awareness Week |
| September 21 | Michigan Relay Center Advisory Board (MRC) Meeting, Michigan Public Service Commission, Lansing, MI, 10:00 – 11:30 a.m. |
| September 25 | DODHH “How to Own a Business” Workshop at Lansing Community College, Lansing, MI, 8:30 a.m. – 5:00 p.m. For more information, contact dodhh@michigan.gov . |
| October 1 | DODHH Advisory Council Meeting, MEDC, Lansing, MI, 9:30 a.m. – 3:30 p.m. For more information, contact dodhh@michigan.gov . |
| October 11-17 | “Investing in Ability Week” - For more information, contact mcadc@michigan.gov . |
| October 15 | “Disability Mentoring Day” - For more information, contact mcadc@michigan.gov . |
| November 3-5 | Michigan Rehabilitation Conference, Grand Traverse Resort, Acme, MI |
| November 19 | Michigan Commission on Disability Concerns (MCDC) Commission Meeting, MEDC, Lansing, MI, 9:30 a.m. – 3:30 p.m. For more information, contact mcadc@michigan.gov . |
| December 14 | Michigan Relay Center Advisory Board (MRC) Meeting, Michigan Public Service Commission, Lansing, MI, 10:00 – 11:30 a.m. |